



## Office of the Secretary of Technology

# IT Governance Reform ~ Agency Town Hall Meeting



**The Honorable Aneesh P. Chopra**  
Secretary of Technology

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January 30, 2009



## Office of the Secretary of Technology

### Agenda for Discussion

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*I. Opening Remarks*

*II. Framing the IT Governance Challenge*

*III. ~ Obama's Open Government Agenda*

*IV. Facilitated Discussion on Agency Feedback*



## Office of the Secretary of Technology

*Virginia Leading the Way*

### A Strong Foundation of Leadership



Government Performance Project  
*Grading the States 2008*

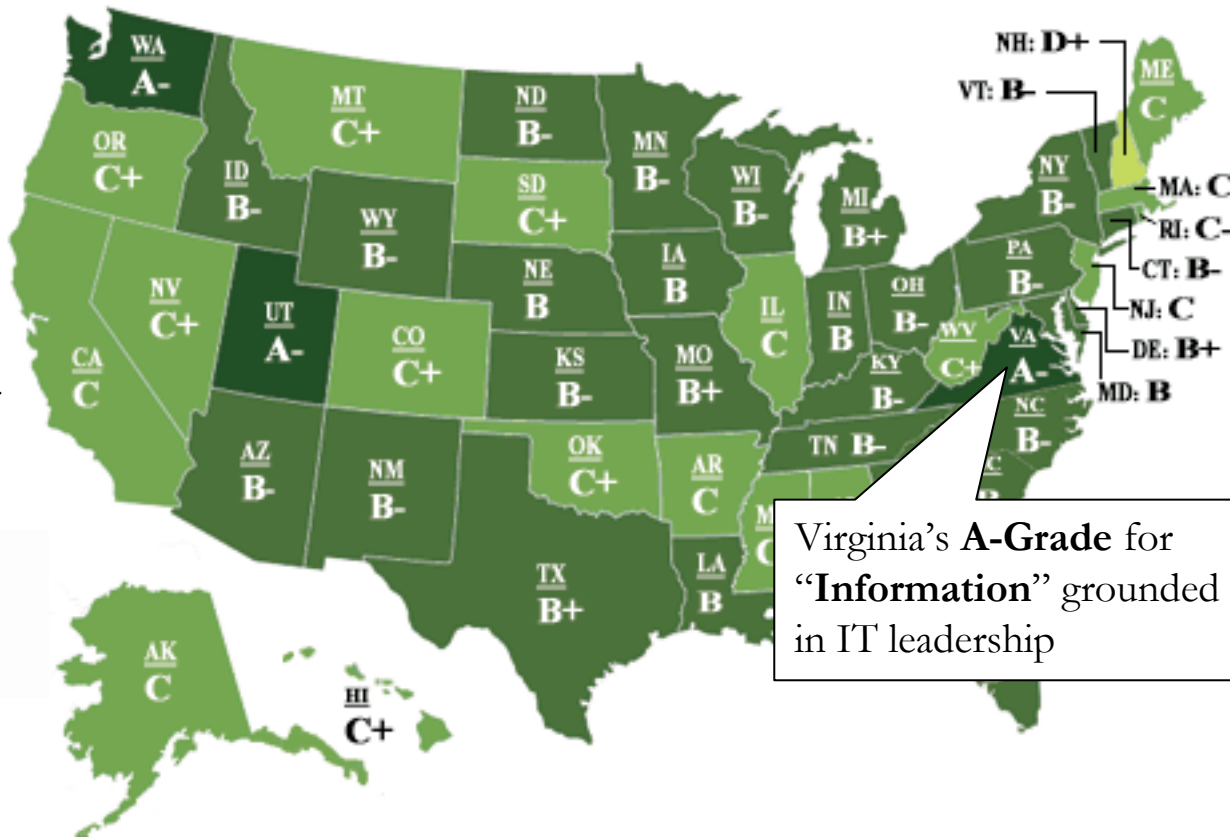
- Best State for Business  
(2006-8)



- Highest Concentration of  
Technology Workers  
(2007-8)



- 1<sup>st</sup> in the Best of the Web  
(2008)



Virginia's A-Grade for  
"Information" grounded  
in IT leadership



## Office of the Secretary of Technology

### *Technology Agenda*

## **IT Governance Reform at the Heart of Effective, Efficient Government**

### **I**

#### **Simplify Government Operations**

**#IT Infrastructure:** Establish a benchmark to achieve greater customer satisfaction with centralized IT infrastructure services  
**Lead:** VITA

**#Productivity Improvement:** Lower operating costs, decrease constituent transaction time or advance key outcomes measures in selected government operations  
**Lead:** DPB/VEAP

Today's agenda for discussion

### **II**

#### **Advance the Governor's Agenda**

**#Healthcare IT:** Promote transparency and accountability in healthcare through IT  
**Lead:** Office of Health IT

**#Broadband Assistance and Telework Promotion:** Enroll 20% of eligible state workforce in telework and ensure universal broadband access for business by 2010  
**Lead:** Office of Telework/Broadband

**#STEM Education:** Support Governor's Career and Technical Academies to expand talent base for technology workforce  
**Lead:** Workforce Advisor

### **III**

#### **Promote the Technology Economy**

**#Seed-Stage Capital Access:** Double the number of innovative companies funded at the seed stage  
**Lead:** ITA

**#Industry-Sponsored R&D:** Achieve \$1.2BN in public university R&D and leverage private investment for Commonwealth research funds  
**Lead:** VRTAC



## Office of the Secretary of Technology

*Budget Actions – VITA/VEAP*

### **Partnership Approach to Fund Modernization, Streamline IT Oversight**

- **Proposes Changes to Support IT Infrastructure Partnership**
  - Adjusts funding (**no new funds**) to address GF impact on de-centralized rates implemented after 2006 federal cost allocation intervention. For FY09, **\$13.0M(GF)**; FY10, **\$6.0M(GF)**
  - Directs the IT Investment Board to address any gap between budgeted funds and projected costs within affected agencies for decentralized services through changes in transformation planning, applications services, and information technology contractor support; **action requires expanding ITIB oversight authority to govern all IT spending in Commonwealth (HB2539)**
- **Carries Forward Governor's Budget Cuts, Introduces Targeted Reductions**
  - VITA and VEAP (combined) absorb overhead budget reductions commensurate with cuts announced in October. For each year, **\$500K**
  - Transfers unobligated E-911 Funds to support sheriff dispatchers. For each year, **\$6M(NGF)**
- **Consolidates IT Governance through Merger of VEAP, VITA; expands IT oversight**
  - Advances the Commonwealth's IT Modernization initiative by empowering the ITIB to govern all IT spend – applications, infrastructure, and contractor IT support

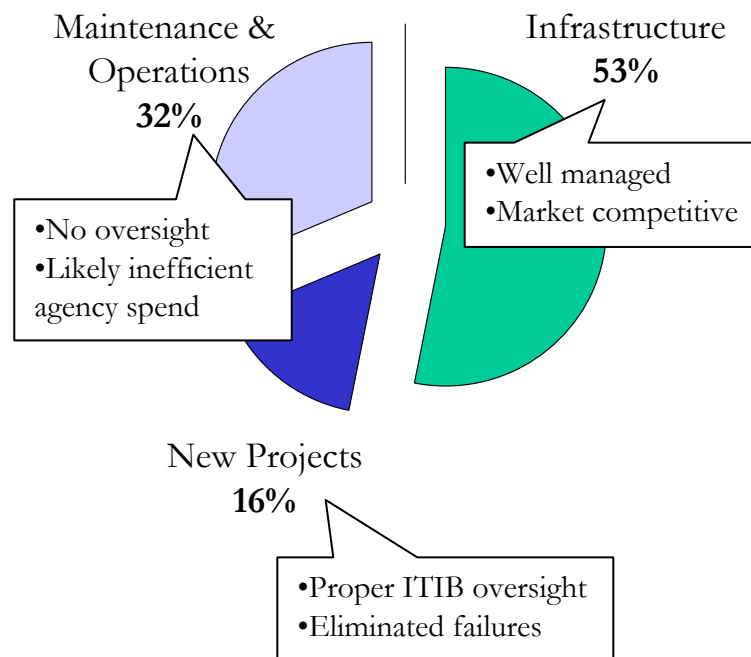


## Office of the Secretary of Technology

### IT Governance

## Collaborative Effort to Address IT Governance Gaps

REVISED - APA IT Governance Report  
*\$450M Spend - FY2007\**



APA Select Recommendations  
*Proposed Legislative Approach*

Recommendations	Concern	Response
#1,2 – Agency IT Budget Oversight, Reporting	Limited visibility on total IT spend across Commonwealth	Assign responsibility to VITA through <b>Division of Enterprise Apps/CAO</b>
#3,4,7 – Governance Funding, Shared Services, Project Mgmt	Inability to utilize infrastructure rates leaves function under-funded	ITIB to absorb VEAP office funding, restructure VITA
#5 – Establish Data Standards	Insufficient data standards likely increases project costs when sharing data across agencies	Assign responsibility to VITA through <b>Division of Enterprise Apps/CAO</b>
#6 – Budgeting for New Systems	Current approach blending operating and project costs limits ability to evaluate investment choices	Assign responsibility to VITA through <b>Division of Enterprise Apps/CAO</b>





## Office of the Secretary of Technology

### *Infrastructure*

## 10-Year Public-Private Partnership to Modernize IT Infrastructure

### Messaging Services



- Enterprise Exchange/Outlook Email
  - Enterprise Collaboration Tools
  - Active Directory, DNS
- \$25M Investment*

### Mainframe and Servers



- New IBM and Unisys Mainframes in New Data Center
  - Consolidation and Refresh of Servers
  - Migration of servers to the Data Center
- \$50M Investment*

### Facilities Tier 3 and Tier 2



- New Data Center/Office Building in Chesterfield
  - New Disaster Recovery Center and Help Desk in Russell County
- \$60M Investment*

### Desktop



- Mass Desktop Refresh Projects
  - Network Printer Consolidation and Refresh
  - Enterprise Desktop Management Systems
- \$35M Investment*

### Help Desk



- Enterprise Help Desk in Russell and Chesterfield Counties
  - Field Based Agents and Technicians for Level 3
  - Enterprise Help Desk System (Peregrine)
- \$10M Investment*

### Security



- Enterprise Security Operations Center
  - Computer Security Incident Response Center
  - Secure Internet Gateway
- \$10M Investment*

### Voice / Video



- Voice over IP Network Optimized for Voice and Video Traffic
- \$20M Investment*

# Transformation

*\$270 Million Investment*

Reliable, High Performance,  
Enterprise-Wide IT Infrastructure

**“People – Process – Tools”**

### Network



- New Commonwealth-wide MPLS Core WAN
  - LAN upgrades to Local Switches/Routers as Needed
  - Network Re-addressing of IP, DHCP
- \$60M Investment*



## Office of the Secretary of Technology

### Entering an Accelerated Path to Complete Transformation On-Time

		Summary Transformation Progress			Current Tower Transformation Progress						
		Jul '08	Oct '08	Current Jan '09	Network	Desktop	Messaging	Server		Help Desk	Security
Service Level Measurements				60%	90%	84%	18%	34%		84%	50%
Agency Transition	Asset Count							Server Transform	Server Relo		
Total - All Agencies	216,297	42%	47%	55%	24%	86%	24%	83%	35%	94%	42%
Juvenile Justice	6,100	48%	59%	96%	95%	100%	98%	100%	99%	100%	70%
Environmental Quality	2,187	22%	33%	79%	82%	70%	49%	100%	99%	100%	50%
Taxation	5,715	31%	42%	70%	100%	100%	67%	100%	0%	68%	54%
Health	23,903	48%	54%	67%	86%	100%	99%	24%	0%	100%	60%
Corrections	19,622	30%	37%	65%	85%	100%	17%	100%	0%	100%	52%
Agriculture and Consumer Services	2,002	41%	58%	63%	11%	100%	45%	100%	50%	100%	38%
Rehabilitative Services	1,519	30%	43%	63%	97%	100%	65%	20%	0%	100%	57%
Game and Inland Fisheries	3,157	33%	36%	63%	40%	100%	50%	100%	0%	100%	49%
General Services	2,714	32%	33%	62%	0%	100%	0%	100%	100%	100%	32%
Correctional Education	7,487	33%	48%	55%	0%	100%	43%	100%	0%	100%	42%
Mental Health, Mental Retardation, and Substance Abuse Services	11,993	28%	41%	54%	66%	100%	56%	2%	0%	100%	51%
Transportation	28,589	42%	44%	53%	93%	31%	27%	75%	0%	100%	47%
Education	2,498	26%	36%	53%	100%	29%	84%	8%	0%	100%	48%
Conservation and Recreation	1,813	34%	38%	48%	13%	54%	35%	100%	0%	100%	34%
Alcoholic Beverage Control	2,576	16%	32%	42%	100%	47%	11%	41%	0%	50%	44%
Housing and Community Development	1,050	33%	33%	33%	0%	100%	0%	100%	0%	0%	33%
Social Services	34,193	2%	9%	30%	16%	38%	7%	26%	22%	75%	25%
Employment Commission	7,972	11%	13%	14%	81%	1%	1%	0%	0%	0%	17%
Motor Vehicles	21,143	1%	3%	10%	1%	3%	0%	52%	0%	0%	12%
State Police	6,879	0%	0%	4%	0%	18%	0%	0%	0%	0%	11%





**Sites Per Week**

**Remaining Sites Completed**

1,218 completed at end of 2008

2,252 completed by late April, 2009

100 100 100 100 100 100 100

65 35 25 80 60 39

16 17 13 6 11 7 2 3 6 5 3 0 2 13 9 6 35 65 100 100 100 100 100 100 100 80 60 39

3-Oct 10-Oct 17-Oct 24-Oct 31-Oct 7-Nov 14-Nov 21-Nov 28-Nov 5-Dec 12-Dec 19-Dec 26-Dec 2-Jan 9-Jan 16-Jan 23-Jan 30-Jan 6-Feb 13-Feb 20-Feb 27-Feb 6-Mar 13-Mar 20-Mar 27-Mar 3-Apr 10-Apr 17-Apr 24-Apr

Historical Completion Rate Accelerated Target (MPLS&DSL) Cumulative Completions



# Office of the Secretary of Technology

*New Projects*

## Towards a Future State with Enterprise Applications, Shared Services

### Current State

Enterprise Applications			
FM	Payroll	Procurement	HR

Collaborative Services		
HR	Payroll	PR

Agency Applications			
eSignature	Portals	TREDs	iFile
			Human Resources
			Time-Attendance
			Financial Mgmt
ePayment	Licensing	Medicaid	
		Business Intelligence	
		Content Mgmt	

### Future State

Enterprise Applications			
FM (Core)	Payroll (Core)	Procurement (Core)	HR (Core)

Collaborative Applications & Services			
eSignature	One Stops	Managing Unstructured Data (paper, CDs, e-mail, forms)	Human Resources
			Time-Attendance
			Fixed Assets
ePayment	Licensing	Reporting Analytics	Va.gov
			Development Support

Agency Applications			
Medicaid			iFile
TREDs			



## Office of the Secretary of Technology

### *Path Forward*

### **Enterprise Applications on Track for Development**

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- **Authorizes VEAP to invest in the Commonwealth's future with funds to continue significant enterprise shared services efficiency opportunities**
  - ITIB approved **\$11M** budget from working capital (4/08) and continues active oversight role to monitor collections and cost recoveries deposited into ITIB-governed Fund (“**VTIF**”)
  - APA Report on VEAP (9/08) disclosed priority initiatives:
    - **Planning:** Central Administrative Systems (Finance, HR)
    - **Procurement:** Performance-based Budget System, Business Intelligence
    - **Major IT Projects:** Enterprise Content Management Shared Service
    - **Minor IT Projects:** “One-Stops”, Digital Signatures, Web Services
    - **Applications Governance:** Implementation of the “CIO-CAO Operating Plan”
- **Finance Secretary actively pursuing collections and cost recovery revenue sources**
  - Initiated TAX cost recoveries program (4/08); determining historical return vs. CGI return to calculate share towards capital advance
  - Sec of Finance assigns David Von Moll (DOA) to lead overall effort
  - Budget language introduced includes DMAS equipment recoveries
- **VEAP Director establishing agency “MOUs” to “payback” capital advance**
  - Enterprise Content Management Shared Services Center the pilot collaboration applications and services model



## Office of the Secretary of Technology

*Comprehensive Applications Governance*

### **Reforms Transfers VEAP to New Division of Enterprise Apps in VITA**

#### **Mission Statement - VEAP**

- To enable Government by providing effective, efficient, necessary and secure applications to meet the needs of citizens, businesses and government. This will be accomplished by providing delivery mechanisms that allow customers to serve themselves; applications which enable delivery of efficient and effective services; a unified framework for application governance, planning and management and; secure, reliable, confidential, and trusted services.

#### **Intent**

- To create efficient and effective business capability while optimizing investments.

**The future demands multi-agency, collaborative solutions;  
VEAP is the only organization positioned to deliver**



## Office of the Secretary of Technology

### Added Responsibilities to Initiatives Launched by CAO/VEAP

- **Chief Applications Officer Initiatives**
  - Application Strategy
  - Application Portfolio
  - Data Standards
- **Newly Proposed Initiatives**
  - Agency Application Budget Reviews
  - IT Staff Augmentation Expenditure Approvals
- **VEAP Initiatives**
  - Central Administrative
    - Financial Management
    - Performance Budgeting
  - Collaborative
    - Time & Attendance Labor and Leave
    - Business Intelligence
    - Enterprise Content Management
    - Business One Stop
    - Licensing

Leveraging agency initiatives to meet enterprise requirements



## Office of the Secretary of Technology

### Obama Open Government Agenda

## New Administration Set to Deliver “Government 2.0”

the WHITE HOUSE PRESIDENT BARACK OBAMA

the BRIEFING ROOM the AGENDA the ADMINISTRATION

MEMORANDUM FOR THE HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES

SUBJECT: Transparency and Open Government

My Administration is committed to creating an unprecedented level of openness in Government. We will work together to ensure the public trust and establish a system of transparency, public participation, and collaboration. Openness will strengthen our democracy and promote efficiency and effectiveness in Government.

*Government should be transparent.* Transparency promotes accountability and provides information for citizens about what their Government is doing. Information maintained by the Federal Government is a national asset. My Administration will take appropriate action, consistent with law and policy, to disclose information rapidly in forms that the public can readily find and use. Executive departments and agencies should harness new technologies to put information about their operations and decisions online and readily available to the public. Executive departments and agencies should also solicit public feedback to identify information of greatest use to the public.

*Government should be participatory.* Public engagement enhances the Government's effectiveness and improves the quality of its decisions. Knowledge is widely dispersed in society, and public officials benefit from having access to that dispersed knowledge. Executive departments and agencies should offer Americans increased opportunities to participate in policymaking and to provide their Government with the benefits of their collective expertise and information. Executive departments and agencies should also solicit public input on how we can increase and improve opportunities for public participation in Government.

*Government should be collaborative.* Collaboration actively engages Americans in the work of their Government. Executive departments and agencies should use innovative tools, methods, and systems to cooperate

IN THIS SECTION

The Briefin  
The Agend  
The Admin  
About the  
Our Govern

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MORE N

### Three Pillars

- President Obama declares intent to appoint nation's first “**Chief Technology Officer**”, assigns three pillars of open government:
- *Transparent*: A commitment to ease access to valuable public information – to hold leaders accountable and encourage citizen feedback
- *Participatory*: A commitment to actively engage the expertise within the general public to provide better public services or make better decisions
- *Collaborative*: A commitment to break-down silos to deliver better citizen service regardless of level of government, non-profit or private sector organizations





## Office of the Secretary of Technology

*Pillar #1 ~ Transparent*

### Virginia Performs “2.0” to Include Productivity, Administrative Data

[Virginia.gov](#) | [Online Services](#) | [Commonwealth Sites](#) | [Help](#) | [Governor](#)

Search Virginia.gov

GO

Virginia Performs

VISION  
FOCUS  
RESULTS

[Key Objectives at a Glance](#)  
[Executive Branch Agencies](#)

[Home](#)

[Agency Login \(password required\)](#)

#### State Agency Planning & Performance Measures



##### How does Virginia plan and measure the performance of state agencies?

Virginia state government agencies develop and implement **Strategic and Service Area Plans** to support achievement of their long-term objectives and to fulfill their missions and mandates.

Agencies measure their performance in four ways:

- **Key Measures** related to their core missions
- **Productivity Measures** related to the costs associated with core business functions
- **Administrative Measures** related to critical management and compliance categories
- **Other Measures** related to performance and service area functions

As part of the Virginia Performs commitment to transparency in government, details on these plans and measures are available heres. Learn what objectives each state agency has set and view how agencies are measuring progress against those objectives. Also see how state agencies are measuring up on key productivity and management criteria. Explore the data for yourself. Discover why Virginia has earned the title of best-managed state in America.

First time users may wish to begin with the [Visitor's Guide](#) and our [About State Agency Measures](#) page.

##### Performance Measures

[Governor's Key Measures](#)

[Productivity Measures](#)

[Administrative Measures](#)

[Other Agency Measures](#)

##### Strategic Plans

[Agency Strategic and Service Area Plans](#)

[Overview by Secretariat](#)

[Select an Agency](#)

Search for a keyword or phrase

Search



## Office of the Secretary of Technology

### Productivity Measures

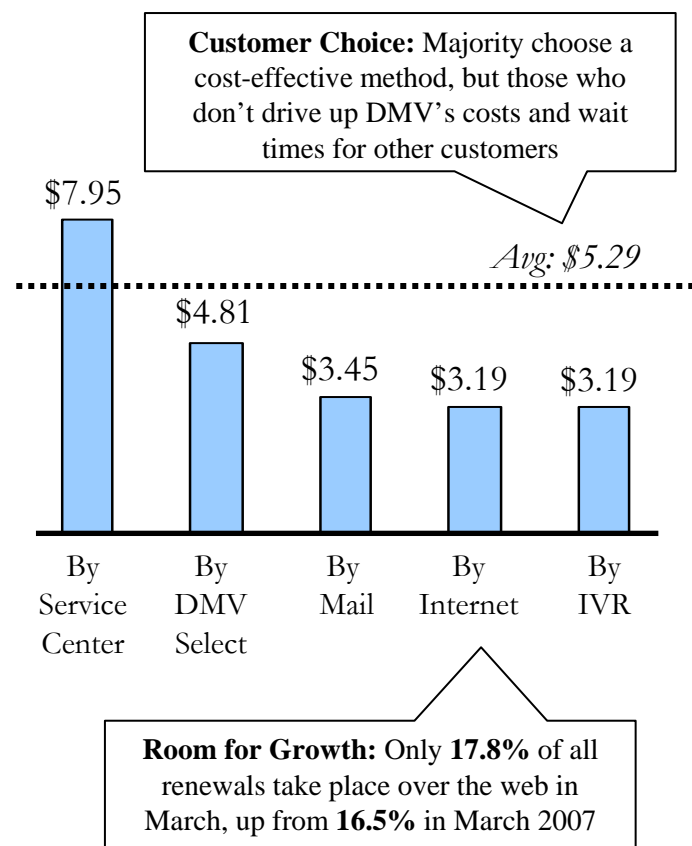
## DMV Case Study Highlights Administrative Cost Savings Opportunity

### DMV Productivity Measure

- DMV currently uses Activity Based Costing to monitor and evaluate its activities for cost effectiveness. This allows DMV to determine unit costs across an array of activities.
- Vehicle Registration Renewals represent the highest volume activity at DMV and impact most Virginians on an annual basis.
- Vehicle Registration revenue primarily supports Virginia's Highways, but DMV retains **\$4** out of every registration to cover administrative costs.
- **Measure** - DMV will reduce the average cost of completing a vehicle registration renewal transaction by moving transactions to cost effective delivery channels
- Pursuing cost effective service delivery will support two of DMV's Key Performance Measures: **Customer Wait Time** and **Customer Churn Rate**

### Virginia DMV

#### Cost to Renew Vehicle Registration





## Office of the Secretary of Technology

*Pillar #2 ~ Participatory*

### Empowering Our Brightest Teachers to Publish (Free) Content

ck-12

navigation

- Main Page
- Community portal
- Current events
- Recent changes
- Random page
- Help
- Donations

for authors

- CK-12 Books
- HTML Entities and

VA Physics FlexBook

- Particle Physics
  - The Standard Model- Mike Fetsko
  - The Standard Model and Beyond - Tony Wayne
- Biophysics (Medical Imaging) - JMU Team; David Slykhuis, Mark Mattson, Tom O'Neill
- Laboratory Activities with State of the Art Equipment - Bruce Davidson
- Exploring the Big Problem of Unifying Quantum Mechanics, Relativity, String Theory, and Some of the Consequences - Angela Cutshaw
- Modeling and Simulation of Physics Systems - Mark Clemente
- Universal Gravitation and Astrophysics/Cosmology, 1915 - Present - Andy Jackson
- Labs Using Motion Sensors to Explore Kinematics, Work and Energy - John Ochab
- LED's, LCD's, Plasmas, and Other Displays - Greg Mulholland
- Nanoscience - Tapas Kar
- Nuclear Energy - David Stern

#### "Open Source" Physics Flexbook

Secretaries **Chopra, Morris** and the **Dept of Education** are pleased to announce our **Founding Members** of the **21<sup>st</sup> Century Physics Collaborative** to create and compile supplemental materials in an open-source format that can be used to strengthen existing physics content. Led by retired NASA Scientist **Jim Batterson**, the team is: Mike Fetsko, **Henrico Co.**; David Slykhuis, Mark Mattson, Tom O'Neil, **JMU/ Shenandoah Governor's School**; Bruce Davidson (retired), Angela Cutshaw, **Newport News**; Mark Clemente, **VA Beach/National Institute of Aerospace**; Andy Jackson, **Harrisonburg**; David Stern (retired), **NASA Goddard**; John Ochab, **J Sargeant Reynolds**; Professor Tapas Kar, **Utah State University**, Pranav Gokhale (student), **Montgomery County, MD**; Tony Wayne, **Albemarle County**; Greg Mulholland, **North Carolina**; and David Armstrong (technical review), **William & Mary**. The Commonwealth is partnering with **CK-12** ([www.ck12.org](http://www.ck12.org)) on this initiative as they will provide the free, open-source technology platform; goal to publish **02/09**



# Office of the Secretary of Technology

VA Physics Flexbook v1.0

## Preview of Online Platform for Supplemental Educational Materials

Fit to Screen

Page 4 - 5 of 30

### 1. Toward Understanding Gravitation

AUTHOR: Andy Jackson  
of Virginia LICENS: Screen

#### Preface

A note to the teacher ar

Nearly every physics tex work and an introductio teach those topics, but w with these three men's v treatment on current unc place it as footnotes to chapter of the Virginia F and in doing so also int chapter should be an ap deals with gravitation fr treatment would pertain this from his traditional t

The chapter is set up in *Dialogue Concerning th* questions asked by a st universal gravitation in h and extending to as nes Physics Standards of Le

PH.1 The student will pl e)the limitations of the e f)the limitations of meas error ranges;

PH.3 The student will ir concepts include

1. analysis of scientific
2. analysis of how scie
3. evaluation of eviden
4. examination of how paradigms; and
5. construction and de

PH.4 The student will investigate and understand how applications of physics affect the world. Key concepts include

1. examples from the real world; and
2. explanation of the roles and contributions of science and technology.

Page 6 - 7 of 8

#### So, Does Dark Energy Exist?

It is an idea with lots of support. But it does have its problems. It's not supported or predicted by any bigger theory. It has not been detected in any direct way and it has to make up the majority of the energy in our universe! On the other hand, something has to be causing the accelerated expansion of the universe. So until something better comes along, Dark Energy is a favorite.

**We've come a long way. Can you summarize things up to this point?** I'll try. Gravity is a force of attraction between masses. We can describe it very well mathematically with Newton's Universal law of Gravitation. The Universal Gravitation constant,  $G$ , in the equation is one of the fundamental constants in physics and one of the least well known. Einstein's general theory of relativity explains how gravity is a warping of the fabric of space-time and also predicts an expanding or contracting universe. The outwardly pushing cosmological constant he added to maintain a static universe, may indeed be real and an expression of Dark Energy which is causing the Universe to accelerate its expansion. There is experimental support for the general theory of relativity and the big bang but currently there is not independent evidence for dark energy.

**Universal Gravitation and General Theory of Relativity can explain planets orbiting, an expanding universe, spiral galaxies, rocks falling to the ground, my weight, and lots of other things. Just not the accelerating expansion of the universe.**

Well, there is the problem with the spiral galaxies. They don't quite behave the way Universal Gravitation predicts they should and it doesn't seem to be explained by Einstein's work either.




Figure 6: Whirlpool Galaxy Source: <http://www.nasaimages.org/unas/servlet/detail?NVA2-4-6-4020-104546/M51--The-Whirlpool-Galaxy> License: Public Domain

**Maybe it's Dark Energy again.**

Good guess, but probably not. The most accepted answer is Dark Matter, but let me explain the problem first before we jump to an answer. Here is a picture of the Whirlpool Galaxy. It was one of the first galaxies scientists resolved individual stars in and lead us to realize how vast our universe was. Newton's laws and Kepler's laws of planetary motion should apply to stars in the galaxy orbiting around the massive center of the galaxy. (the bright core in the middle). Remember Kepler's laws of planetary motion tell us that planets far from the center should take longer to go around the core than planets near the center. This is his third law: the period squared is directly proportional to the radius cubed. This means that stars far from the

center take longer to go around in their orbit AND they are moving more s go around because they are going a bigger distance, but it's not just that moving slower, not just take longer to go around.




Figure 7: Vera Rubin with DTM image tube spectrograph attached to the Kilt Source: <http://www.dtm.ciw.edu/rubin/> License: Public Domain

In 1975 Vera Rubin determined that the vast majority of stars in several s the SAME speed regardless of their distance from the galactic core. This things. Either the stars are not obeying Newton's laws or there is a great deal between all the stars that we cannot see or detect other than through its c visible stars. This matter is not just dust and planets (often referred to as d) show that in many cases it needs to be 50-75% of the total mass of the sp orbital mechanics. Interestingly not all galaxies seem to have the same mix. Some have hardly any dark matter while some may be made of nearly entir

**So Dark Matter really exists?**

It's very similar to Dark Energy in that respect. The vast majority of astron it is probable but are really anxious to see some more supporting data, uni explanations of its nature.

**Dark matter to keep the galaxies spinning right, and dark energy to a expansion of the universe. Sounds like their just making this stuff up! explain with 'normal' physics.**

Precisely! This is the way physics often works. First observe a phenome come up with an explanation. Sometimes the explanation involves things t when things get really exciting it involves things no one has every thought world try to make observations, do experiments, or deal with the math to e to or test down the new idea. Since Dark Energy is only going into its on only working on its fourth, these ideas are in the stage of people looking fo or for evidence to support them.

**Oh, now I have lots of questions. You said "often".**

Right. The other way physics often works is now that we have these two ne and astronomers are actively looking for things these theories predict. So made up to describe things we already saw and couldn't explain. But does l dark energy predict thing we haven't seen that we can go look for?





## Office of the Secretary of Technology

### Pillar #3 ~ Collaborative

## “Business One Stop” Portal Accelerates New Company Formation

**BUSINESS ONE STOP**

Virginia's Business One Stop system is a service provided by the Virginia Department of Business Assistance. The purpose of the service is to accelerate business formation in the Commonwealth and thereby contribute to our economic prosperity. This service provides specific licensing, permitting and registration requirements for the user's business situation and assists with partial completion of the necessary forms.

While our ultimate vision of the Business One Stop system is to include business formation requirements for all new business types and to be the channel through which existing businesses communicate with the state, the implementation of the Business One Stop system will be in phases. The scope of phase one will help with the creation of NEW Virginia businesses only. Further, Phase One is designed to help with relatively simple business types and in broad industry sectors. Entrepreneurs interested in starting a Professional Corporation (P.C.) or a Professional Limited Liability Corporation (P.L.L.C.) should not use this system. Companies with unique formation requirements like banks, insurance companies, utilities etc. should not use this system. In addition, Phase One of Virginia's Business One Stop system is not designed to assist with registration for foreign business entities seeking to operate in Virginia, or with nonprofit organization and/or charity formation. For questions about using this system to start your business or other feedback, please email the Virginia Department of Business Assistance at [vbic@vdba.virginia.gov](mailto:vbic@vdba.virginia.gov).

**NOTICE:** This is a new service that will be enhanced frequently. If you encounter any issues, please contact the Business Information Center at: [vbic@vdba.virginia.gov](mailto:vbic@vdba.virginia.gov).

**Are You Ready?**

The Virginia's Business One Stop is designed to accelerate new business formation in Virginia's economy and workforce.

**First, we want to make sure you are ready by asking 7 questions:**

Are you starting a **new** for profit business in Virginia?

☐ Yes

☐ No

Have you decided on your business entity type (Sole Proprietor, Partnership, etc.)?

☐ Yes

☐ No

Do you have a Federal Employer ID number (FEIN)?

☐ Yes

☐ No

Do you have a business location (physical address)?

☐ Yes

☐ No

If you are a home-based business, have you contacted your local jurisdiction to see if the activity is permissible under local zoning regulations?

☐ Yes

☐ No

Will your business sell alcoholic beverages?

Simple interface,  
validated by  
entrepreneurs and  
related stakeholders,  
helps complete up to 8  
common forms

### “Best State for Business”

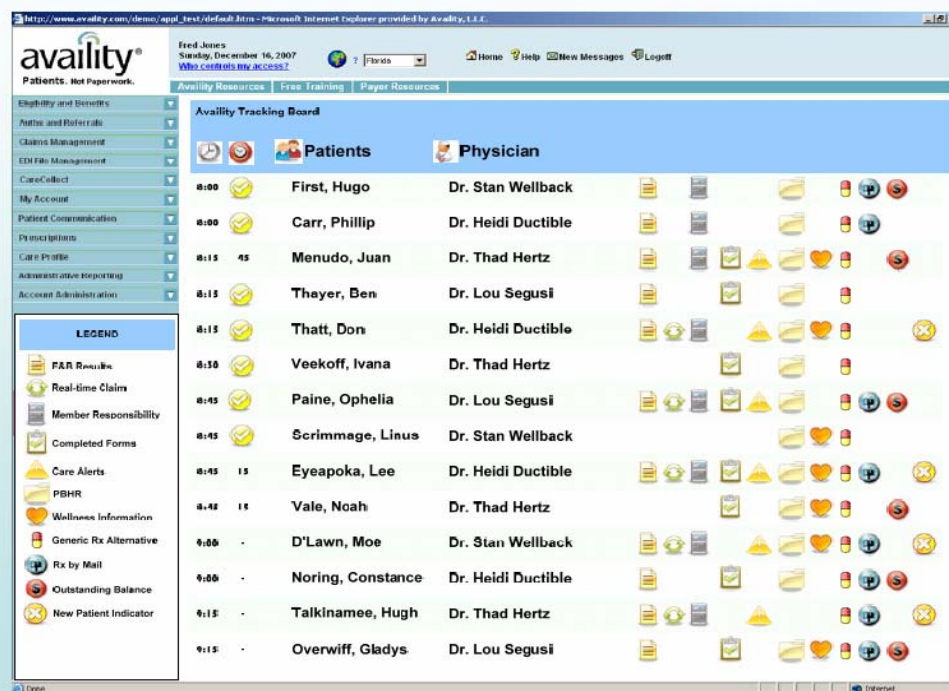
- The One Stop Portal has processed **4950 new accounts** since its launch, **May 2008**, after only **~8 weeks** in development (through 12/31/08)
- DBA estimates that **users have saved between 3-5 days** during the incorporation process based on recent survey responses (**14** questions now replace up to **107** one would have had to fill)
- Former EBay CEO, **Meg Whitman**, “applauded Virginia for its efforts to help start-ups and small businesses by streamlining the registration process to operate in the state” at the **11/08 NVTC** gala
- **Phase II:** New portal focused on **TAX, DGS, DMBE, VEC, DBA** requirements planned for **May 2009**; **self-financed** following **\$150,000** initial Productivity Investment Fund award; **VEAP-Managed**



## Office of the Secretary of Technology

### *Healthcare Administrative Simplification*

## Payer-Provider Collaborative to Lower Transaction Costs



### Universal Eligibility Portal

**Goal:** Lower transaction costs associated with verifying a patient's insurance eligibility by jointly procuring a common portal for Virginia providers to use when interacting with Virginia Payers

**Scope:** Allow a provider to retrieve up-to-date eligibility information on a patient from any participating Virginia health plan from a single point of entry.

### The VHEN Charter

Following an initial summit in Richmond with Virginia payers and providers discussing scope and focus for a **Virginia Administrative Exchange** modeled on NEHEN, the VHEN workgroup formalized a charter in **October 2007**; charter members include **9 health plans** and **7 health systems** including MCV, UVA, Riverside, Anthem-Wellpoint, Aetna, and DMAS